

# YOUR PASSPORT TO HEALTH NEWSLETTER

January—March 2002



## WHAT'S INSIDE ...

- Winter Depression
- Tips for Visits
- 2001 Client Survey
- Scoop on Sweets
- Language Development
- Important Telephone Numbers
- Lead Poisoning

Keeping  
Clients  
Informed

## Watch for Winter Depression

Do you find that you are moody or have less energy in the winter? You may have Seasonal Affective Disorder (SAD), also known as winter depression.

The short winter days, with less daylight, can cause winter depression.

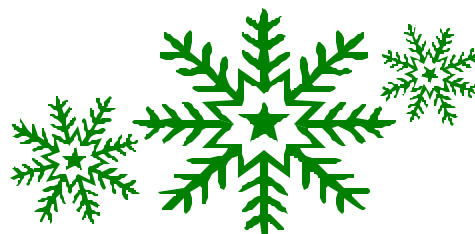
### What are some symptoms?

- Extreme lack of energy
- Sleeping more than usual
- Craving carbohydrates and eating more
- Weight gain
- Often feeling very sad, anxious, or irritable
- Feeling better on sunny days

### What can you do to feel better?

- Spend more time outdoors
- Exercise regularly
- Eat healthy

If nothing seems to help, or if you want more information about winter depression, call your PASSPORT provider. The number is on your Medicaid card.



## Tips for Good Healthcare Visits

Here are some tips for making your next visit to a provider easier:

### Be on time

If you can't make your appointment call your provider's office as soon as possible.

### Show your card

Take your Medicaid card with you, or you may have to pay for the visit.

### Be polite

Treat provider office

staff and the provider with respect.

### Take your co-pay

Most services for adults have a co-pay, usually less than \$2.00 per service.

### Talk to your provider

Tell your provider everything about your health.

### Ask questions

Take a list of health questions to discuss with your provider.

### Get complete directions

Make sure you know what to do to get better. If you have a prescription, ask your provider how to take the medicine.

### Remember...

You and your provider are a team. Your job is to help your provider help you!



## 2001 Client Satisfaction Survey

Last summer we sent a survey to some PASSPORT clients. The survey had questions about the PASSPORT Program and Montana Medicaid. We mailed out 2000 surveys, and 671 PASSPORT clients mailed them back.

We are pleased to report that most of you are happy with the PASSPORT Program and your PASSPORT provider!

On the survey we asked some true and false questions. These questions were about some of the rules of the PASSPORT Program.

How would **you** do on these questions? You will find the answers in the green box after the questions.

1. You must have a referral to see a specialist.

\_\_\_\_ True      \_\_\_\_ False

2. If you are pregnant you can go to an OB/GYN without a referral.

\_\_\_\_ True      \_\_\_\_ False

3. If your provider cannot fit you in for a routine appointment you can go to the emergency room.

\_\_\_\_ True      \_\_\_\_ False

4. You can get emergency treatment in the emergency room without a referral.

\_\_\_\_ True      \_\_\_\_ False

5. You need a referral from your provider for "Family Planning" services (unless you are pregnant).

\_\_\_\_ True      \_\_\_\_ False

6. You can change your PASSPORT Provider on a monthly basis, if needed.

\_\_\_\_ True      \_\_\_\_ False

1. **True**—You must get most services from your PASSPORT provider or get a referral to see someone else.

2. **True**—You can get your **pregnancy** care from any provider who takes Montana Medicaid. The provider doesn't need to print on your Medicaid card.

3. **False**—You cannot get routine (regular) care at the emergency room. See your PASSPORT Provider for routine care.

4. **True**—Use the emergency room when the symptoms are severe and you think there may be danger to the person's health if treatment is not immediate.

5. **False**—Family Planning services do not need referrals. You can see any provider that takes Montana Medicaid.

6. **True**—You can change your provider each month if you need to. To change your provider, call the HelpLine at 1-800-362-8312. Remember, it is best to find a provider you like and keep that provider.



### Did You Know...

...if you need healthcare, you can call your PASSPORT provider 24-hours a day? Once you have a PASSPORT provider printing on your Medicaid card a telephone number will print next to the provider's name. You can call this number any time of the day or night. When you call this number you will reach someone or a message telling you what you should do if you need to see a provider.

...when calling the Montana Choices HelpLine have your Medicaid card handy. The counselors on the phone can assist you better if you can give them the Medicaid ID number.

PASSPORT To Health  
Medicaid Managed Care

P.O. Box 254  
Helena, MT 59624-0254

# Child Language Development

Children learn to speak when they hear sounds around them. Babies begin to make sounds when they are 2 or 3 months old, babble around 6 months and can say a few words when they are between 18 to 30 months old. A child who is 3 years old should speak well enough so that a stranger can understand him or her.

## You can help your child learn to talk

- Don't use baby talk.
- Speak clearly, slowly, and correctly so your child can copy your words.
- Look at your child when you are speaking so your child can watch you make sounds.
- Repeat new words and new sounds when talking with your child.
- Praise your child when sounds are correct.
- Pay attention and don't interrupt when your child is talking.

## Make talking fun

- Read to your child. Point to pictures and name them.
- Make a scrapbook with pictures of words your child can say.
- Play children's music and sing to your child.
- Take a walk with your child and ask your child about the things you see.
- Talk about the sounds you hear. Say something like, "I hear a dog barking, do you see a dog?"
- Talk about your child's favorite TV show. Have your child tell you what happened.

Most important, don't make demands. Give your child a comfortable place to talk. Be active in his speech.

If your child seems to have trouble with speech, talk to your PASSPORT provider.

## Important Phone Numbers

### Montana Health Choices

General Medicaid Information  
PASSPORT Managed Care

1-800-362-8312

### Mental Health (General Information)

1-888-866-0328

### Social Security

1-800-772-1213

### Children's Health Insurance Plan

1-877-543-7669

### Child Support

1-800-346-5467  
(in Helena dial 442-7278)



## Have Questions?

- Do you need the phone number for your local Office of Public Assistance?
- Do you need to know who your PASSPORT provider is?
- Do you have general questions about Montana Medicaid?
- Other questions?

Call Montana Health Choices

We're here to help you!

## The Scoop on Sweets

Did you know that a 32-ounce pop has half a cup of sugar? Sugar tastes good, but does not help bodies stay healthy. Many Americans eat and drink too much sugar. Teenagers eat and drink the most. It is recommended that people should drink no more than a can of soft drinks a day.

**Read the labels on the food you buy.** When you see the words below, you know these foods have no sugar or less sugar than in most food of the same kind.

- **Calorie free**
- **Sugar free**
- **Reduced sugar**
- **No added sugar**





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## About Lead Poisoning

Did you know that:

- Even a small amount of lead in a child can cause long lasting damage? Some children with lead poisoning will have trouble learning or paying attention. Some children may have speech, language, behavior problems or hearing damage. Lead can also cause slow muscle and bone growth.
- Lead can get into a child's body if the child touches soil (dirt) or old paint chips, and then touches his/her mouth.

- Children with lead poisoning do not always look or act sick.

To keep your child safe from lead poisoning,

- **Don't let your child eat paint chips or dirt.**
- **Clean up dust and dirt** with a damp cloth or mop.
- Give children **foods that are high in calcium**, like milk, cheese and yogurt.
- Give your children **foods that are high in iron**, like beef, chicken, turkey and leafy green vegetables.
- Give your child **foods that**

**are high in Vitamin C**, like oranges.

**Ask your local health department or your provider how you can have your child tested for lead.** Help your child be the best that he or she can be!

